

SCM Cloud

Using Customer Channel Management

24A



Copyright © 2023, Oracle and/or its affiliates.

Author: Pragya Singh Nair

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Get Help

i

1	Overview of Customer Channel Management	1
	Channel Flows: Buy Side vs Sell Side	1
	Overview of Deductions and Settlement	2
	Customer Promotion	9
	Lump Sum Programs	12
	Customer Annual Volume Programs	13
	Solution Components of Sell Side Flows	15
	Overview of Managing Customer Programs	16
	How Customer Claims Are Processed	17
	How Customer Accruals are Accounted	20
	Sign in to Channel Revenue Management	21
2	Customer Promotion	23
	Elements of a Customer Promotion Program	23
	Create Customer Promotion Program	24
	Program Checkbook in Customer Promotion	25
	Create Accruals from Imported Sales Orders and Invoices	25
3	Lump Sum Programs	27
	Elements of a Lump Sum Program	27
	Create Lump Sum Program	27
	Program Checkbook in Lump Sum Programs	28
4	Customer Annual Volume Programs	29
	Elements of a Customer Annual Volume Program	29
	Create Customer Annual Volume Program	29
	Program Checkbook in Customer Annual Volume Programs	30
	Create Accruals from Imported Sales Orders and Invoices	31

5	Customer Checkbook	33
	Customer Checkbook	33
6	Manage Customer Channel Operations in Redwood	35
	Overview of Scheduled Processes	35
	Schedule the Loading of CSV Sales Orders and Invoices	35
	Schedule the Creation of Accruals for Batches	36
	Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger	36
	Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions	37
	Schedule the Settlement of Customer Claims	38
7	Manage Customer Trade Profiles	39
	Profile Levels	39
	Create Customer Trade Profiles	39
	Standardize Customer Claim Reasons	40

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Use help icons  to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons.

Get Support

You can get support at [My Oracle Support](#). For accessible support, visit [Oracle Accessibility Learning and Support](#).

Get Training

Increase your knowledge of Oracle Cloud by taking courses at [Oracle University](#).

Join Our Community

Use [Cloud Customer Connect](#) to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest [ideas](#) for product enhancements, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program](#). Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to oracle_fusion_applications_help_ww_grp@oracle.com.

Thanks for helping us improve our user assistance!

1 Overview of Customer Channel Management

Channel Flows: Buy Side vs Sell Side

Channel Revenue Management supports multiple channel flows and categorizes them as either buy side or sell side flows. Each has its own separate user interface for their transactional users.

A sell side channel flow centers around a customer account and typically involves rebates offered to customers. Deductions is part of the sell side flow. A buy side channel flow centers around a supplier site and involves administering rebates from suppliers.

On the sell side we support:

- Deductions and Settlement

For more information about Deductions and Settlement, see Oracle SCM Cloud: Using Deductions and Settlement guide.

Analysts can access Deductions and Settlement from the Order Management work area.

- Rebates to channel customers
- Royalty payments

For more information about Customer Programs, see Oracle SCM Cloud: Using Customer Channel Management guide.

- Lump sum payments
- Tiered rebates for annual volume programs

On the buy side we support:

- Rebates from your suppliers.
- Annual rebates from your suppliers.
- Ship and debit rebates from your suppliers.
- Direct collaboration with suppliers to administer programs.

Supplier Channel Management that encompasses buy side flows:

- Analysts and administrators can access Supplier Channel Management from either the Procurement or Order Management work areas.
- Supplier contacts can access Supplier Channel Management from the Supplier Portal.

For more information, see Oracle SCM Cloud: Using Supplier Channel Management guide.

Related Topics

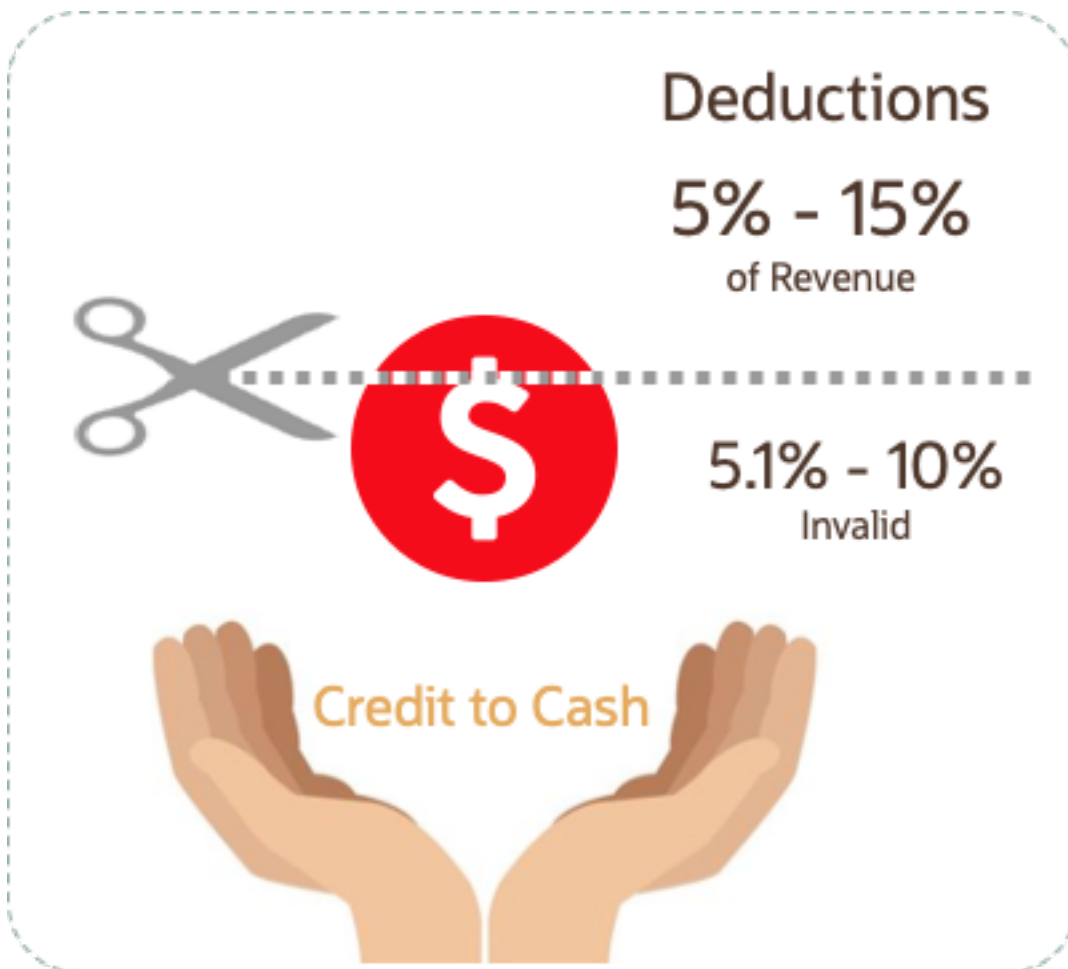
- [Starting an Implementation](#)

Overview of Deductions and Settlement

Deductions and Settlement

Deductions originally started in consumer goods where powerful retailers would short pay invoices based on their understanding of the trade terms or agreements.

This has spread across all industries, and deductions are a common practice not only for collecting promotions, but also for any kind of dispute or misunderstanding, whether it's a pricing error, transportation related, damages, and so on. This is also the hardest challenge for the receivables departments to resolve because of the need for approval from outside receivables, like sales or shipping. The customer may short pay based on their own policies and procedures. It's up to you to resolve these claims.



According to market surveys, deductions can represent 5 to 15 percentage of revenue, depending on the industry. Of that number, 5.1 to 10 percent are invalid or unauthorized. In some industries it can be a lot higher.

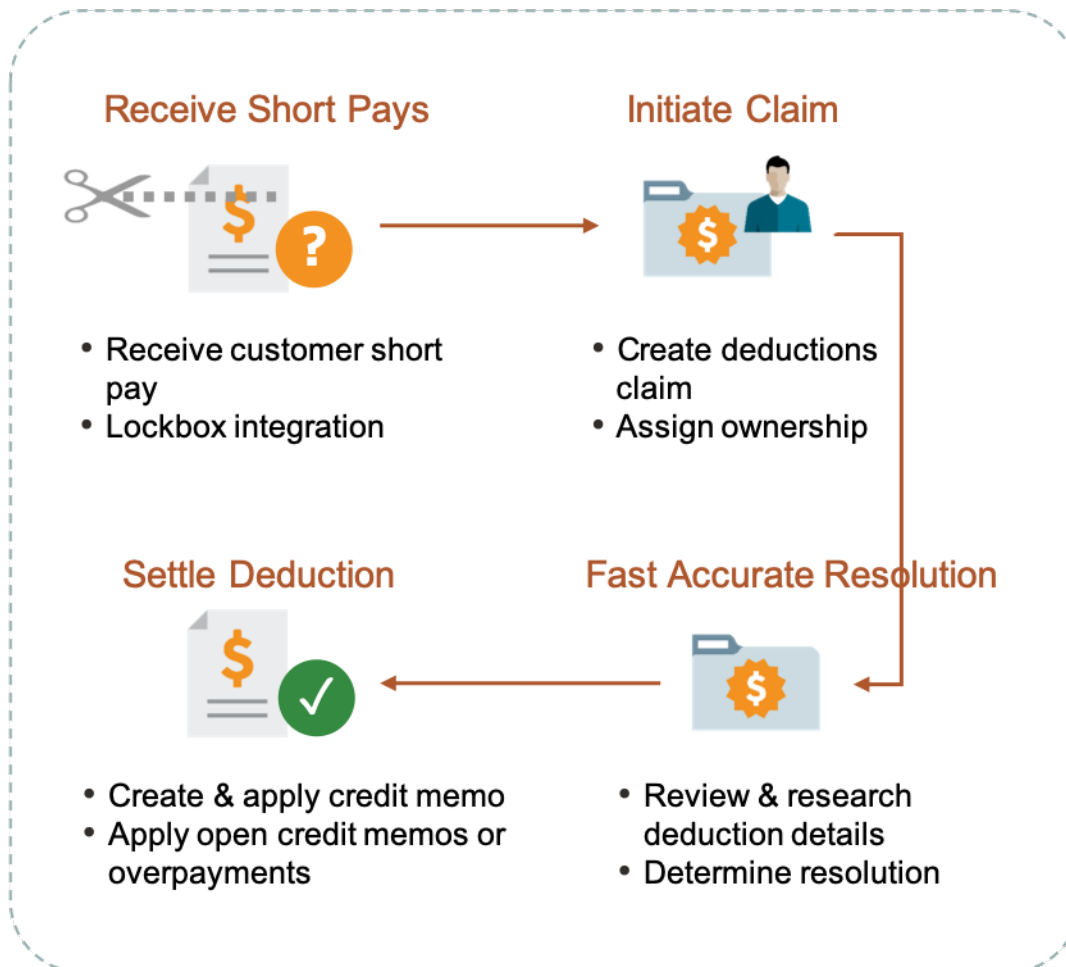
Deductions and Settlement in Channel Revenue Management enables you to take back control, and provides:

- Centralized deductions directly from Receivables.

- Accurate and fast resolution of customer short pays.
- Resolution with accountability and transparency, which enables root cause analyses.
- Settlement of deductions in Receivables.

How Deductions and Settlement Works

Overview



When a customer short pays you, the flow is:

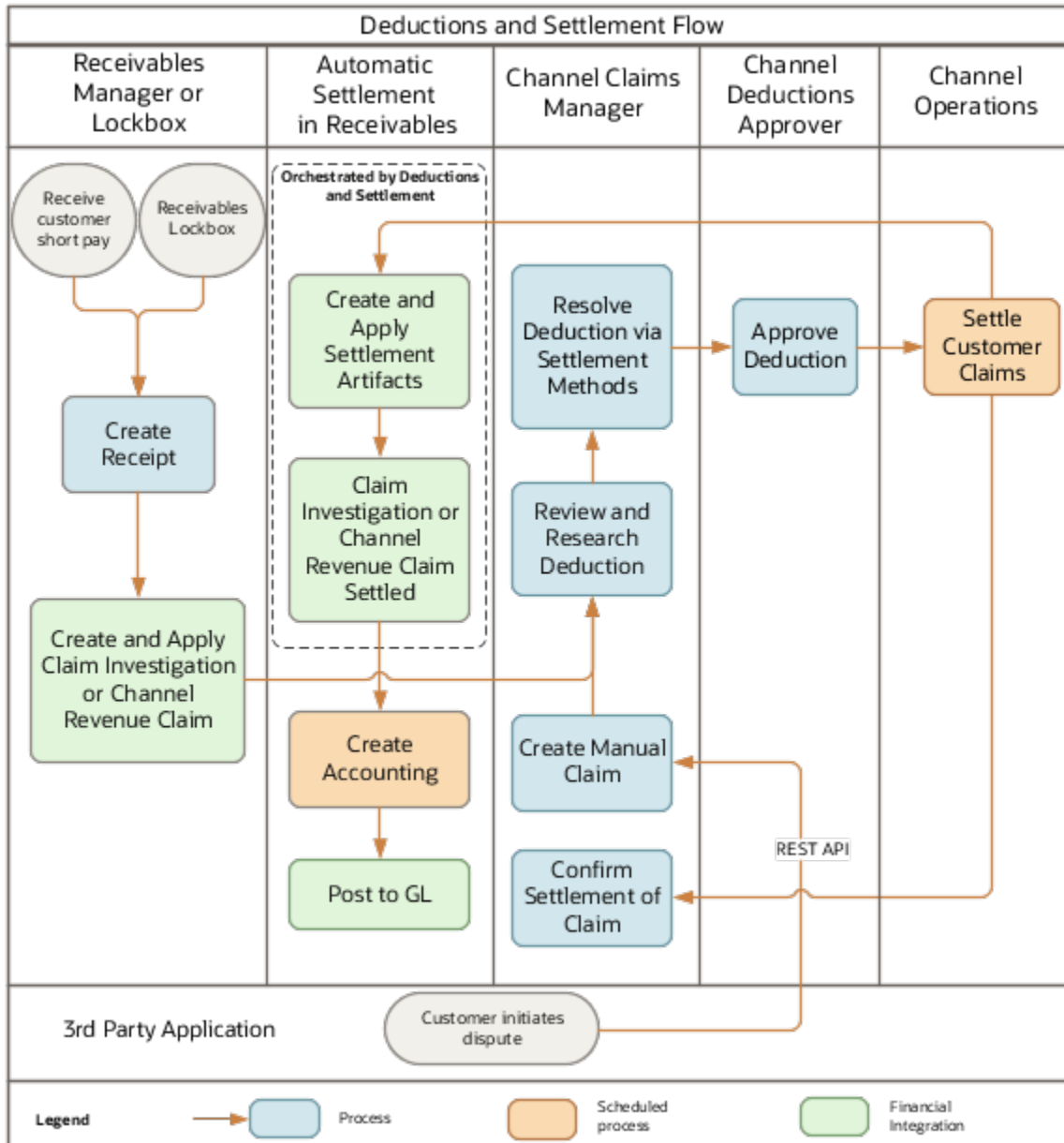
1. Receive a short pay from a customer, including from the Receivables lockbox.
2. Create a claim from Receivables for the short pay difference within the receipt.
3. Assign ownership of the claim.
4. Research and resolve deductions quickly and accurately.
5. Settle the claim.

With Deductions and Settlement you can:

- Centralize deductions and overpayments, with accountability and aging by:
 - Supporting lockbox

- Creating manual claims
 - Assigning claim owners
 - Setting up aging methods
- Resolve deductions by:
 - Associate promotional accruals
 - Creating credit memos
 - Applying open credit memos and open overpayments
 - Applying write-offs
 - Applying chargebacks only for invoice deductions
- Resolve overpayments by:
 - Creating invoices.
 - Applying open deductions.
- Approve your claims.
- Schedule the **Settle Customer Claims** process periodically to settle the claims in Receivables in a ready-to-use and tightly integrated manner. The settlement details are brought back to Channel Revenue Management to complete the flow.
- Analyze the root causes behind deductions, with the help of claim types and claim reasons assigned while resolving the claim.
- Proactively analyze write-off thresholds through occasional review of claim write-offs.

Business Process Flow



How Deductions and Settlement Works with Receivables

Here's how Deductions and Settlement works with Receivables to provide transparent, integrated settlement.

Receivables Analyst Claim Creation

At the end of the day, a short pay or deduction represents any kind of dispute or misunderstanding between you and your customer. These disputes manifest themselves as short pays in customer remittances, and can take multiple forms:

Customer Action	Action Taken by Customer Analyst or Lockbox Integration	Claim Source in Channel Revenue Management
Customer short pays a receipt while marking invoices as paid in full	Create Claim Investigation	Deduction
Customer overpays a receipt on account	Create Claim Investigation	Overpayment
Customer short pays a specific invoice	Create Channel Revenue Claim	Invoice Deduction
Customer overpays a specific invoice	Create Channel Revenue Claim	Invoice Overpayment
Customer communicates a dispute	N/A	Manual Claim

Based on the action of the customer, the Receivables analyst in the Edit Receipt UI or through the lockbox integration, will behind the scenes, initiate the creation of a customer claim accordingly in Deductions and Settlement. This typically defaults to a deduction claim type and an unknown claim reason. It's part of the resolution process to determine the true claim type and reason.

For a non-invoice based deduction or overpayment, a Receivables activity is applied to the receipt in the amount of the short pay or overpayment. The receipt is updated with a reference to the created claim number.

For an invoice specific deduction or overpayment, claim details are applied to an invoice application line of the receipt in the amount of the short pay or overpayment, and the invoice application line is updated with claim details. The created invoice claim takes on the amount outstanding, the currency, and the business unit of the invoice.

Note: Claim creation will fail if a default claim type and default claim reason isn't specified in the claim source setup.

Claim Creation Through Lockbox

Many enterprises leverage lockbox banking services for the receipt of payment from customers. Create claims automatically for deductions and overpayments from the **Process Receipts Through Lockbox** process in Receivables. This reduces deduction creation time and improves processing efficiency. The lockbox receives payments and automatically creates an invoice-related claim in Channel Revenue Management for underpayments and overpayments to the invoice's outstanding balance and non-invoice related overpayment claim for any remaining unapplied amount on the receipt post applications.

Claim Settlement

After a channel manager resolves the deduction and it's approved, the **Settle Customer Claims** process can be run to create the artifacts of settlement in Receivables. A deduction can encompass one or multiple settlement methods. The process is typically scheduled by the Channel Operations user.

During the settlement of a claim, the schedule process:

1. Creates credit memos in Receivables with applicable taxes, if credit memo lines are present in the resolution of the claim. Credit memos on account are then applied to the receipt. Credit memos on invoice are applied to the invoice. Similarly, for an overpayment, an invoice is created and applied to the receipt.
2. The Fusion Tax application or supported partner tax applications are supported.
3. Reverses the original claim investigation activity in the receipt.

4. Applies any open transactions that are part of resolution to the receipt if settling on account or to the invoice if settling on invoice.
5. Auto write-offs are only applicable to short pays. If the entire short pay wasn't resolved, and the remaining amount is below the write-off threshold, then this write-off amount is applied to the receipt or invoice.
6. If the entire short pay wasn't resolved, then the remaining amount results in a child claim in Deductions and Settlement. This child claim is also applied to the receipt.

Note: While settling a claim, the Claim Amount Includes Tax field indicates whether the amount settled is inclusive of taxes. If the override is allowed at the controls at status and tax rate levels, then the application will check this field.

Accounting

The accounting for settlement is handled by Receivables. Settlement artifacts are created as Receivables transactions and activities according to the Channel setups. For credit memos and invoices, Receivables performs the subledger accounting based on the Receivables transactions and activities created by Channel Revenue Management settlement.

- Claim Type setup for a deduction includes a one to one mapping to a Receivables credit memo transaction type. This is used when a credit memo is created in Receivables. A standard credit memo is always created for a credit memo on invoice.
- Claim Type setup for an overpayment includes a one to one mapping to a Receivables invoice transaction type. This is used when an invoice is created in Receivables.
- Claim Reason setup for a deduction includes a one to one mapping to a Receivables credit memo reason. This is used when a credit memo is created in Receivables.

The accounting for a claim investigation is derived from the Receivables Activity associated with the claim investigation application.

In the Manage Channel Settings page, there are two settings under the category Settlement by Credit Memo - On Invoice that drive the settlement in Receivables. A receivables method to reverse accounting entries, and a receivables method to credit installments.

Related Topics

- [Create Claim Investigations](#)
- [Process Receipts Through Lockbox Execution Report](#)

How Claims Are Processed

There are 4 stages in the life cycle of a customer claim.

1. Creation

Claims can be created by the following methods:

- A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.
 - Deduction claim: From short payments in a receipt
 - Overpayment claim: From over payments in a receipt
- A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.

- Invoice Deduction claim: From short payments against the invoice
- Invoice Overpayment claim: From over payments against the invoice
- o Claims can be created through Receivables lockbox.
- o A manual claim can be created directly in Deductions and Settlement.
- o A manual claim initiated by a 3rd party application can be created through a REST service.

Once created, the claim is assigned to a claim owner. A claim owner can be assigned at various levels: business unit, customer, account, or bill site. The deductions analyst assigned to the claim will investigate and resolve the claim.

Note: Multiple non-invoice related claim investigation applications can be performed per receipt, as long as the sum of application amounts is equal to the receipt amount.

2. Resolution

This table lists the available settlement methods for each claim source and the action that created the claim.

Receivables Action	Claim Source	Settlement Method	Apply Open Transactions
Create Claim Investigation	Deduction	Credit Memo - On Account Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Claim Investigation	Overpayment	Invoice	Open Deductions
Create Channel Revenue Claim	Invoice Deduction	Credit Memo on Account Credit Memo on Invoice Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Channel Revenue Claim	Invoice Overpayment	Invoice	Open Deductions
N/A	Manual Claim	Credit Memo on Account	None

- o A deduction can be resolved by creating a credit memo on account or invoice, or by applying existing credit memos or overpayments.
- o An overpayment can be resolved by creating an invoice or by applying existing deductions.
- o When existing deductions or overpayments are applied, these claims are reserved so that they can't be accidentally applied again.

3. Submission

After resolving the claim, the analyst submits it for approval and settlement.

- If the analyst has been assigned the approval role, then the claim goes straight to Settlement Pending status, awaiting processing by the **Settle Customer Claims** scheduled process.
- If the analyst doesn't have the approval role, then the claim will move to Approval Pending status, awaiting approval. The approver can either approve or reject the claim.
- Rejection puts the claim in Approval Rejected status, and the deductions analyst can move it back to Open status to correct the claim. Only a Receivables analyst can cancel the claim, from the receipt.

4. Settlement

On a periodic basis, you can schedule the **Settle Customer Claims** process, which performs the creation of the resolution artifacts or settlement methods in Receivables, and then applies them to the appropriate receipt. These credit memos and invoices will have the transaction source as Channel Revenue Management.

- If applicable, taxes are calculated and applied to the claim.
- If there is any remaining unsettled amount which is below the set threshold, it's written off.
- If there is any remaining unsettled amount and write-offs don't apply, a child claim is automatically created and applied to the receipt.
- The original claim investigation is reversed in the receipt.

If an invoice deduction claim is settled with a settlement method other than Credit Memo - On Invoice, the following happens during settlement:

- Unapplies the invoice application on the receipt and reapplies the invoice application on the receipt for the original application amount plus the amount settled.
- Applies the Receivables transaction created as the settlement document to the receipt.
- The dispute on the invoice is removed to the extent of the settlement amount.

Customer Promotion

Customer Promotion

Deductions started in consumer goods where retailers would short pay invoices based on their understanding of customer promotions.



To combat invalid or unauthorized deductions, customer promotion in Channel Revenue Management provides:

- Centralized promotions for channel customers.
- You can:
 - Negotiate and activate customer promotions.
 - Define customer and product eligibility.
 - Define accruals by amount or percentage.
- Automated eligibility of channel incentives against sales transactions.

This leads to fast and accurate accruals.

- Automated accrual tracking.

This provides real time visibility of liabilities.

- Centralized claims processing.

This helps reduce margin leakage and reduce your DDO (Days Deductions Outstanding).

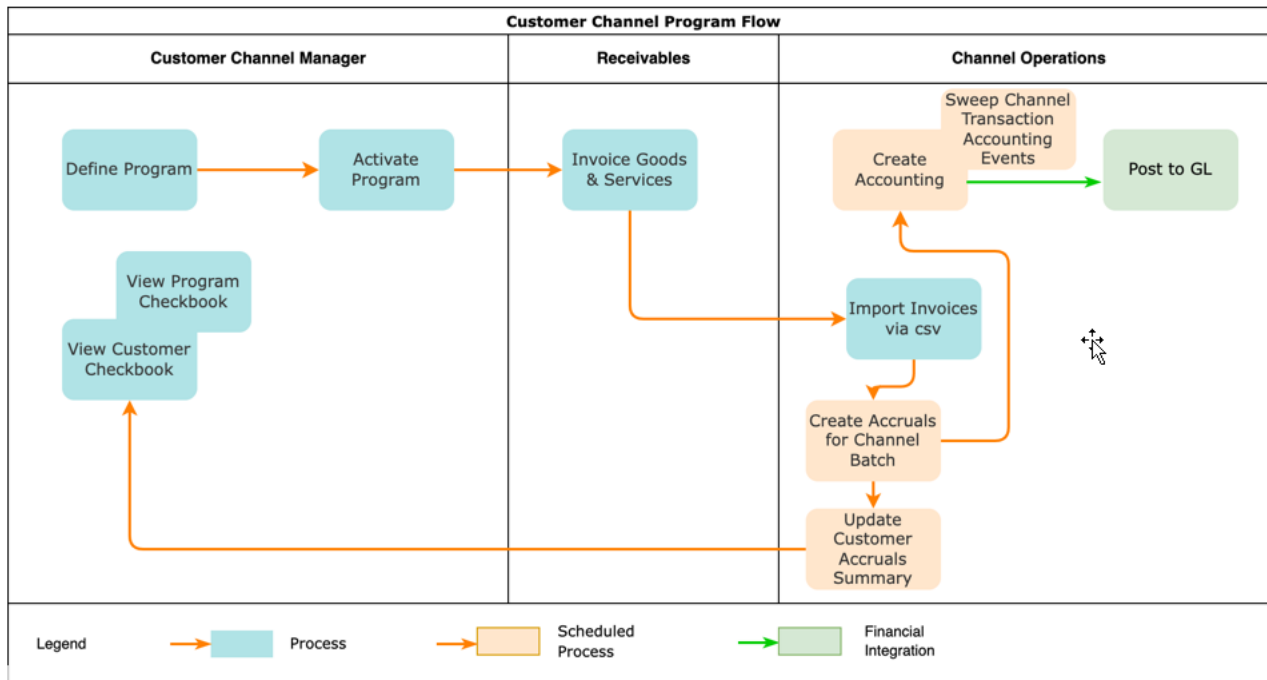
- Automated channel accounting.

This configurable integration reduces time to implement and cost of ownership.

How Customer Promotion Works

Customer promotions works on top of Deductions and Settlement providing centralized deductions and settlement in Receivables, and provides promotional settlement of claims.

You can use Customer Channel Management to activate channel promotions, and once sales orders or invoices are imported, the application calculates accruals for eligible customers.



1. Negotiate a promotion with channel customers and activate the program.
2. The customer makes purchases.
3. Upload your sales data, then process these transactions to create accruals.
4. Earned accruals are then tracked and posted to GL.
5. Short pays from Receivables are centralized as claims. Optionally, manual claims can be created on demand.
6. Claims are investigated. Promotional deductions can be matched with available accruals to resolve a claim.
7. Approved claims can be settled by creating various transactions in Receivables including credit memos.

Related Topics

- [How Deductions and Settlement Works with Receivables](#)

How Customer Promotion Works with Imported Sales Orders and Invoices

Here's how customer promotion works with imported sales orders and invoices:

The Import Management framework can be used to import sales orders and invoices using CSV. Customer rebates are calculated according to the terms of the program with the customer, and accrued.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing.
- The **Create Accruals for Channel Batch** process checks the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a periodic batch process.

Consideration: If you import sales orders and invoices via the CSV file (Batch Transaction Type = ORA_SALES_ORDER_CSV), then you must first import the CSV file, and only then schedule the processes to create accruals (Create Accruals for Channel Batch).

Related Topics

- [Create Accruals from Imported Sales Orders and Invoices](#)
- [Import Customer Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)

Lump Sum Programs

Lump Sum Program

A customer lump sum program is an agreement which pays out an previously agreed-to amount and may require a customer to carry out certain trade promotion activities.

For example, an advertising campaign, on behalf of a manufacturer. You can create a lump sum program to capture the terms of the agreement. The incentive is accrued up front when the program is activated and available for immediate payment.

Channel Revenue Management enables you to:

- Define trade promotion activities agreement and terms that:
 - Pay out a previously agreed-to amount
 - May require a customer to carry out certain trade promotion activities on behalf of the manufacturer or wholesaler
- Create, track, and pay immediate accruals including slotting fees, marketing incentives, and other non-transactional incentives.

How Lump Sum Program Works

Customer lump sum works on top of Deductions and Settlement.

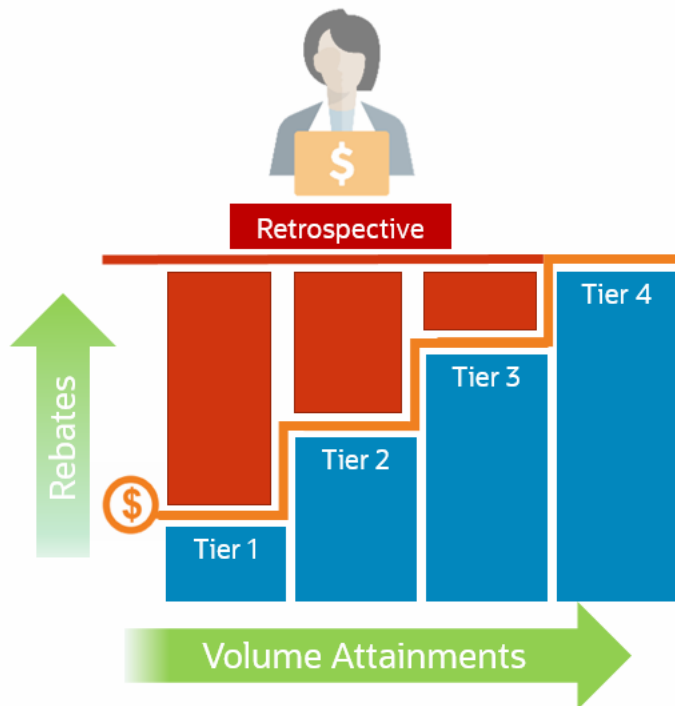
You can use Customer Channel Management to activate lump sum programs that incentivize manufacturers or wholesalers for carrying out certain trade promotion activities. Promotional payments arising out of lump sum programs are accrued as soon as the program becomes active. Lump sum programs are customer-specific and they target only one customer at a time.

1. Create the lump sum program.
 - Select the customer.
 - Enter the lump sum ammount.
 - Add products and distributions.
2. Activate the program. Accrual is earned immediately after program approval.
3. Associate the earning and settle the claim.

Customer Annual Volume Programs

Customer Annual Volume Program

Use customer annual programs to accrue rebates based on cumulative sales volumes across orders.



These programs are critical to promoting loyalty from channel partners because higher rebates are provided for more annual buying; and this reduces the risk of customers defecting to competitors.

To that end, you can define volume rules, each with tiered rebates, as a percentage of sales or as a flat amount per unit; and a set of eligible products or categories with exclusions. Eligibility can be defined based on dates including invoice date which is most typically used. For customers with a proven track record, you can prequalify them from the start at a higher tier.

This feature provides the ability to:

- Define volume rules for tiered rebates as a percentage of sales revenue or an amount per unit for eligible products or exclusions.
- Define eligibility based on dates.
- Prequalify customers with a proven track record to start at a higher tier.
- Import sales transactions via CSV file.
- Execute annual volume agreements with channel customers with the ability to aggregate and track cumulative sales revenue or quantity across orders for a period and to calculate retrospective volume rebates on periodic basis.
- Track accruals via the Customer Checkbook and the Program Checkbook.

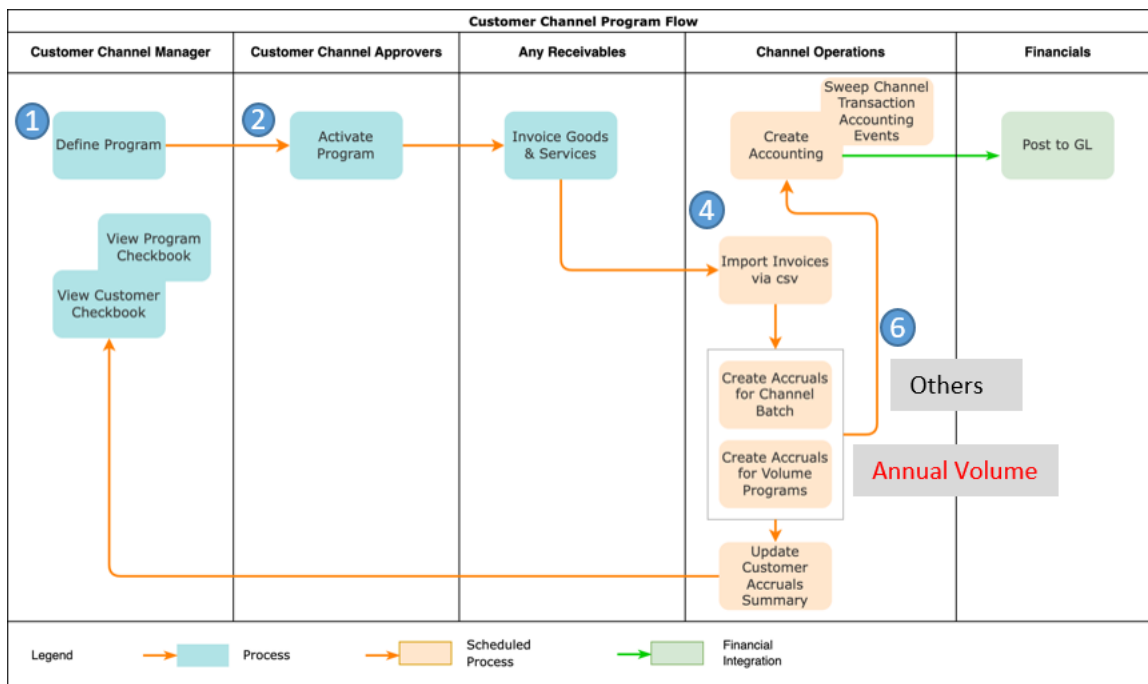
- Post channel transactions to General Ledger.
- Support rules based subledger accounting.

This feature benefits wholesalers, distributors, and manufacturers to:

- Promote greater loyalty from channels.
- Improve customer satisfaction.
- Reduce cost of ownership.
- Reduce invalid deductions.
- Reduce Days Deductions Outstanding (DDO).
- Improve visibility to annual incentives and liabilities for programs, customers, and the business unit.

How Customer Annual Volume Program Works

Customer annual volume programs work on top of Deductions and Settlement providing centralized deductions and settlement in Receivables, and provides promotional settlement of claims.



You can use Customer Channel Management to activate customer annual volume programs and once sales orders or invoices are imported, the application then calculates accruals for eligible customers.

1. Operational administrators create and activate a customer annual program type representing channel annual business processes.
2. Channel sales managers negotiate and activate a customer annual program.
3. Channel customers purchase products and expect an annual rebate.
4. Operational administrators ensure sales transactions are imported via CSV or the FOM integration loads invoiced sales transactions on a periodic basis based on a year or fiscal calendar.
5. Channel customers deduct referencing an annual rebate believed owed.
6. Channel claim analysts investigate a customer deduction claim and settle it as promotional against accruals of a customer annual program.

7. Financial analysts review the financial status of each channel customer to see the liabilities by customer and program.

How Customer Annual Volume Program Works with Imported Sales Orders and Invoices

Here's how customer annual volume program works with imported sales orders and invoices:

The Import Management framework can be used to import sales orders and invoices using CSV. Customer rebates are calculated according to the terms of the program with the customer, and accrued.

- A set of validations are in place to identify any errors during import.
- The successful upload of the CSV file creates a batch of transactions for processing.
- The **Create Accruals for Volume Programs** process checks the eligibility of the batch lines and creates accruals for the eligible ones. A supply chain application administrator can create the channel accruals on demand or schedule it as a periodic batch process.

Consideration: If you import sales orders and invoices via the CSV file (Batch Transaction Type = `ORA_SALES_ORDER_CSV`), then you must first import the CSV file, and only then schedule the processes to create accruals (Create Accruals for Channel Batch).

Related Topics

- [Import Customer Invoices](#)
- [How do I import data?](#)
- [How do I map import fields?](#)

Solution Components of Sell Side Flows

Here you'll learn about the solution components of Deductions and sell side flows.

The following table summarizes the solution components of Deductions and sell side flows.

Flows	Program Administration	Inbound Integrations	Claims Administration	Outbound Integrations
Deductions and Settlement (Nonpromotional settlement)	N/A	Claims from Oracle Receivables	Claims UI Create Manual Claims UI	Synchronously to Oracle Receivables upon claim approval Settle Customer Claims (scheduled process) Create Accounting (scheduled process) Sweep Channel Transaction Accounting Events (scheduled process)

Flows	Program Administration	Inbound Integrations	Claims Administration	Outbound Integrations
Customer Promotions (Promotional settlement)	Programs UI Customer Checkbook UI Update Customer Accruals Summary(scheduled process)	Claims from Oracle Receivables Import Management for CSV Sales Orders Create Accruals for Channel Batch (scheduled process)	Claims UI Create Manual Claims UI	Synchronously to Oracle Receivables upon claim approval Settle Customer Claims (scheduled process) Create Accounting (scheduled process) Sweep Channel Transaction Accounting Events (scheduled process)
Lump Sum	Programs UI Customer Checkbook UI	Claims from Oracle Receivables	Claims UI Create Manual Claims UI	Synchronously to Oracle Receivables upon claim approval Settle Customer Claims (scheduled process) Create Accounting (scheduled process) Sweep Channel Transaction Accounting Events (scheduled process)
Customer Annual Volume Program	Programs UI Customer Checkbook UI	Claims from Oracle Receivables Import Management for CSV Sales Orders Create Accruals for Volume Programs (scheduled process)	Claims UI Create Manual Claims UI	Synchronously to Oracle Receivables upon claim approval Settle Customer Claims (scheduled process) Create Accounting (scheduled process) Sweep Channel Transaction Accounting Events (scheduled process)

Overview of Managing Customer Programs

Here you'll learn about managing customer programs.

Here's what you can do:

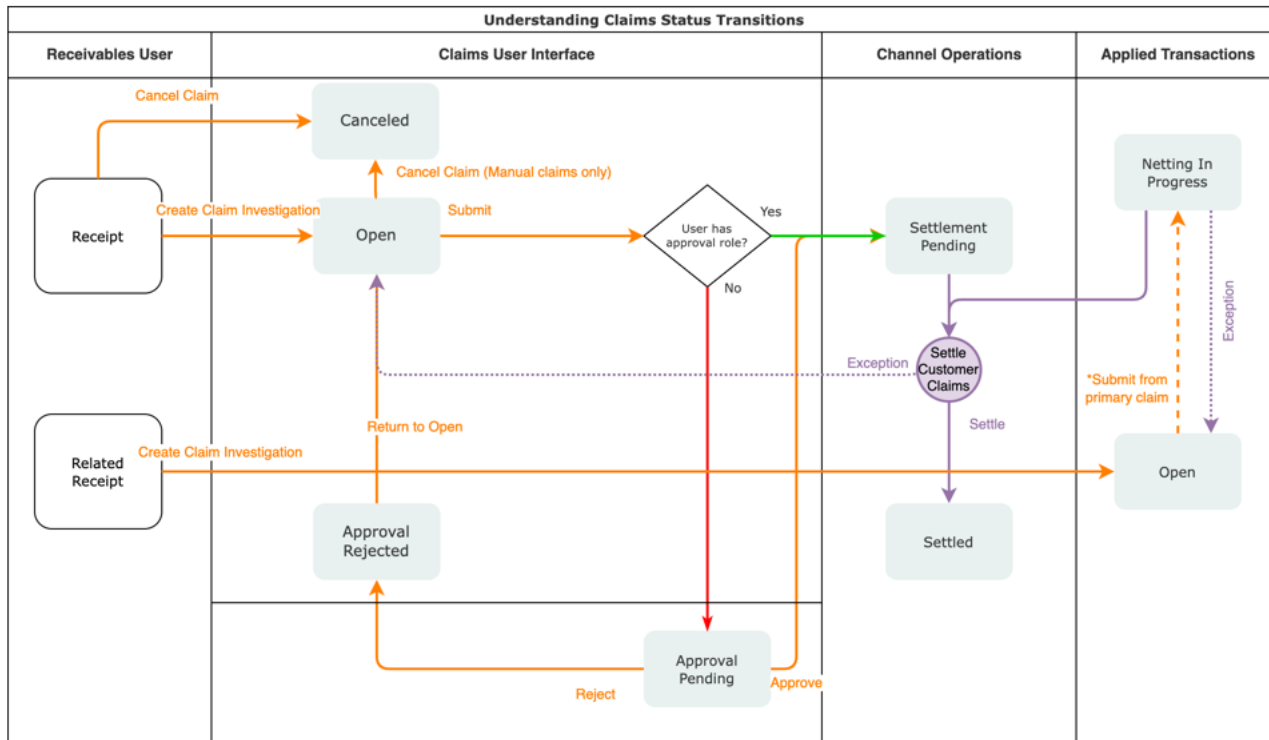
- Create a program.
- Edit a draft program.
- Submit and activate a program.
- Edit active programs.

- Terminate active programs, locking them down from update and further application to sales orders or invoices.

How Customer Claims Are Processed

Here you'll understand how customer claims are processed in Channel Revenue Management.

There are 4 stages in the life cycle of a customer claim.



1. Creation

Claims can be created by the following methods:

- A claim investigation activity, initiated in Receivables by a receivables manager, creates a claim in Channel Revenue Management.
 - Deduction claim: From short payments in a receipt
 - Overpayment claim: From over payments in a receipt
- A channel revenue claim, initiated in Receivables by a receivables manager against an invoice application line of a receipt creates a claim in Channel Revenue Management.
 - Invoice Deduction claim: From short payments against the invoice
 - Invoice Overpayment claim: From over payments against the invoice
- Claims can be created through Receivables lockbox.
- A manual claim can be created directly in Deductions and Settlement.
- A manual claim initiated by a 3rd party application can be created through a REST service.

Once created, the claim is assigned to a claim owner. A claim owner can be assigned at various levels: business unit, customer, account, or bill site. The deductions analyst assigned to the claim will investigate and resolve the claim.

Note: Multiple non-invoice related claim investigation applications can be performed per receipt, as long as the sum of application amounts is equal to the receipt amount.

2. Resolution

This table lists the available settlement methods for each claim source and the action that created the claim.

Receivables Action	Claim Source	Settlement Method	Apply Open Transactions
Create Claim Investigation	Deduction	Credit Memo - On Account Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Claim Investigation	Overpayment	Invoice	Open Deductions
Create Channel Revenue Claim	Invoice Deduction	Credit Memo on Account Credit Memo on Invoice Manual Write-off Auto Write-off	Open Credit Memos Open Overpayments
Create Channel Revenue Claim	Invoice Overpayment	Invoice	Open Deductions
N/A	Manual Claim	Credit Memo on Account	None

- A deduction can be resolved by creating a credit memo on account or invoice, or by applying existing credit memos or overpayments.
- An overpayment can be resolved by creating an invoice or by applying existing deductions.
- When existing deductions or overpayments are applied, these claims are reserved so that they can't be accidentally applied again.

3. Submission

After resolving the claim, the analyst submits it for approval and settlement.

- If the analyst has been assigned the approval role, then the claim goes straight to Settlement Pending status, awaiting processing by the **Settle Customer Claims** scheduled process.
- If the analyst doesn't have the approval role, then the claim will move to Approval Pending status, awaiting approval. The approver can either approve or reject the claim.
- Rejection puts the claim in Approval Rejected status, and the deductions analyst can move it back to Open status to correct the claim. Only a Receivables analyst can cancel the claim, from the receipt.

4. Settlement

On a periodic basis, you can schedule the **Settle Customer Claims** process, which performs the creation of the resolution artifacts or settlement methods in Receivables, and then applies them to the appropriate receipt. These credit memos and invoices will have the transaction source as Channel Revenue Management.

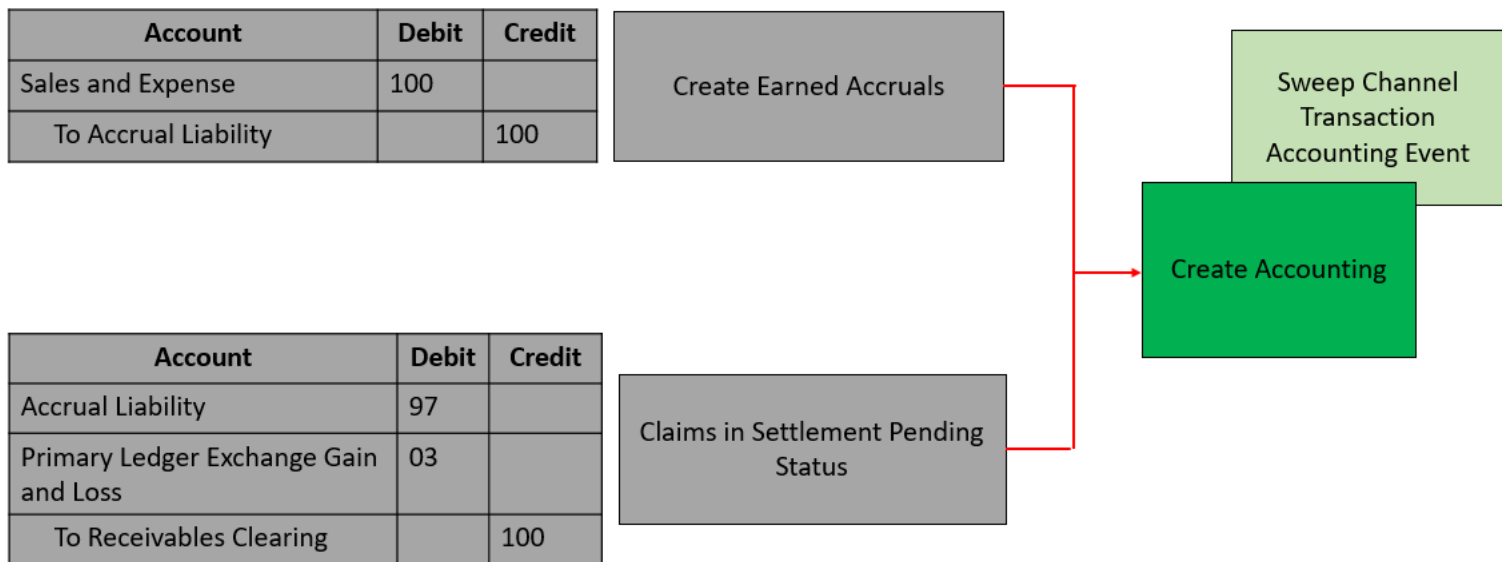
- If applicable, taxes are calculated and applied to the claim.
- If there is any remaining unsettled amount which is below the set threshold, it's written off.
- If there is any remaining unsettled amount and write-offs don't apply, a child claim is automatically created and applied to the receipt.
- The original claim investigation is reversed in the receipt.

If an invoice deduction claim is settled with a settlement method other than Credit Memo - On Invoice, the following happens during settlement:

- Unapplies the invoice application on the receipt and reapplies the invoice application on the receipt for the original application amount plus the amount settled.
- Applies the Receivables transaction created as the settlement document to the receipt.
- The dispute on the invoice is removed to the extent of the settlement amount.

How Customer Accruals are Accounted

Here you'll understand how customer accruals are accounted in Channel Revenue Management.



Accrue Earned Customer Channel Incentives

1. Customer Promotions: After channel sales are uploaded, eligible channel incentives can be captured using the **Create Accruals for Channel Batch** process.
2. A supply chain application administrator can create these accruals on demand or schedule it as a periodic batch process.

3. After an accrual is earned, it can be posted to the general ledger.
4. A general accounting manager can post earned accruals to the general ledger on demand or schedule it on a periodic basis. The integration to general ledger supports the Subledger Accounting architecture to drive the accounting.

Relieve Customer Channel Accruals

1. Customer claims create in from the Receivables and Lockbox integration. Optionally, manual claims can be created.
2. After the **Settle Customer Claims** scheduled process, associated accruals from promotional claims are relieved by posting to the general ledger.
3. A general accounting manager can post earned accruals to the general ledger on demand or schedule it on a periodic basis. The integration to general ledger supports the Subledger Accounting architecture to drive the accounting.
4. Sweep the unprocessed channel journal entries from closed accounting periods to open or future enterable periods using the **Sweep Channel Transaction Accounting Events** process. Run the **Create Accounting** process to post these to GL.

Sign in to Channel Revenue Management

You must sign in to Channel Revenue Management to access its various features.

1. From your administrator, get the following details:
 - URL to access Channel Revenue Management.
 - User account with the required privileges to manage the different features of Channel Revenue Management along with the password.
2. After signing in, select the navigator.
 - To access the supplier features of Channel Revenue Management, select Supplier Channel Management under Order Management or Procurement.
 - To access claim settlement and deduction features, select Deductions and Settlement under Order Management.
 - To access centralized rebate features for channel customers, select Customer Channel Management.

Note: If you have the Manage Customer Programs or the View Customer Programs privilege, then you can see the Customer Channel Management icon on the Fusion home page.

- To access promotional and nonpromotional claims settlement features in Redwood, opt into the following:
 - Deductions and Settlement
 - Manage Deduction Claims Using Redwood Pages
 - Customer Channel Management

Note: The opt into Redwood pages feature will expire in 23D, after which all implementations of Deductions and Settlement will be in Redwood.

On the buy-side, your supplier contacts can access Channel Revenue Management through the supplier portal:

1. From your administrator, get the following details:

- URL to access the Supplier Portal.
 - User account with the required privileges to manage the Supplier Portal along with the password.
2. After signing in, select the navigator. To access the channel programs, select **Supplier Portal** under Supplier Portal. From the Supplier Portal dashboard, select **Tasks**, select **Channel Programs**, and then select **Manage Programs**.

2 Customer Promotion

Elements of a Customer Promotion Program

Here you'll understand the elements of a customer promotion program

Customer rebate programs are used to define the rules of a rebate offer from a manufacturer, wholesaler, or distributor to their customers.

Generally, the manufacturer, wholesaler, or distributor creates the customer rebate program from a program type based on their business processes, which acts as a template for the program. Terms include the customer, the additional conditions, and the product eligibility defined in the program. Rebate types include percentage and amount-based rebates.

- **Customer:** In this section, you define the rules to identify eligible customers for the program. Supported customer types are:
 - Customer
 - Ship To
 - Bill To
 - Beneficiary
- **Dates:** In this section, you define the rule to identify the required program criteria. Supported date contexts are:
 - Requested Ship Date
 - Actual Ship Date
 - Invoice Date
 - Order Date
 - Requested Arrival Date
- **Additional Conditions:** In this section, you define the additional condition qualifiers for the program. Supported qualifiers are:
 - Customer
 - Order Line Type
 - Order Type
 - Salesperson
 - Ship To
 - Warehouse
 - Bill To
- **Products:** In this section, you define rules to identify eligible items for the program. Supported product types are:
 - Item
 - All Items

Note: All Items means all items that are on the sales order invoice and defined in the item master. The item specified in the sales order invoice CSV file must be defined in the item master as well.

Create Customer Promotion Program

Here you'll learn how to create a customer promotion program.

A customer rebate program is created from a customer promotion program type which acts as a template for the program.

The customer rebate program sets the default value for some of the attributes such as currency and discount type. Program types can also be used to define the eligibility criteria for additional conditions and products. With appropriate roles, you can change the status of a channel program to approved or rejected. You can also withdraw a channel program which changes the program status back to draft.

1. From the Navigator, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Click **Continue**.
5. On the General tab:
 - Optionally, change the **Status**.
 - The **Business Unit** and **Program Type** you selected are displayed.
 - Optionally, change the **Owner**. Owner is defaulted to person logged in.
 - Enter a name for the program.
 - Optionally, add a **Promotion Code**.

Note: If you don't add a promotion code, the application automatically generates this code.
 - Optionally, add a description.
 - Select a **Currency**. By default, this is the currency defined in the program type.
 - In the Customers section, select a **Customer Type** for the program. You can select **Customer**, **Ship To** or **Bill To**. Based on your selection, search for and select the customer and account details, or ship to, or bill to details from the list.
 - Use the Beneficiaries section to specify an alternate beneficiary to whom the accrued earnings will be paid. The beneficiary can be different from the eligible customer on the sales transaction. Select the **Same as customer** check box if the beneficiary is the same as the eligible customer on the sales transaction. If you don't select this check box, then you can enter the **Beneficiary Type** and the **Beneficiary** details. You can view the **Address** and the **Account** details of the selected beneficiary. Enter the dates, as required.
 - In the Dates section, enter the date context and the start and end dates for the program.
 - Click **Save** to save your program and remain on the page to add additional information and product details.

- In the Additional Information section, enter additional conditions such as a **Qualifier**, **Operator**, and select a value for the qualifier you selected. Click **Submit** to save the additional conditions.
 - In the Products section, select the **Type**, **Item**, **UOM**, **Rebate Type**, **Rebate Amount**, and optionally the **Start Date** and **End Date** to define these details for your program. Click **Submit** to save the product details.
 - Click **Submit** to save and submit your program.
6. On the Customers tab, you can add eligibility conditions for multiple customers.
 7. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

Program Checkbook in Customer Promotion

Here you'll learn about the program checkbook in customer promotion.

View and analyze the current performance of a customer promotion. You can view information about rebates that customers have earned, claims that are in-process and paid, and view the balance available for customer payment.

The program checkbook provides an understanding of the success of a single program. Here you can analyze accruals by customer and bill to. This analysis helps to:

- Improve your understanding of the overall success of your promotions
- Reveals how customers are leveraging your promotions, and through which programs

Create Accruals from Imported Sales Orders and Invoices

Here you'll learn how to create accruals from imported sales orders and invoices.

You can use Import Management from the Tools work area to import your supplier invoices from a CSV file into Channel Revenue Management. The successful upload of the CSV file creates a batch of transactions for processing.

On successful import, a channel batch is created in open status. You can view details of this batch on the Manage Batches page. The batch name is the same as the import activity name that you entered.

After the successful creation of a batch, you can create accruals for your customer rebate programs by running the **Create Accruals for Channel Batch** process. This process checks to see if an accrual can be recorded for each sales order invoice in the channel batch. After creation, you can:

- Track customer rebate accruals.
- View the performance of your customer programs using the customer and program checkbooks.

3 Lump Sum Programs

Elements of a Lump Sum Program

Here you'll understand the elements of a lump sum program

Lump Sum programs are used by manufacturers to offer incentives to retailers for promotional activities.

Promotional payments arising out of lump sum offers are accrued immediately as soon as the program is active. Lump sum programs are customer-specific and they target only one customer at a time.

- - Customer: the eligible customer for the program
 - Lump Sum Amount
 - Product distributions for the program

Create Lump Sum Program

Here you'll learn how to create a lump sum program.

A lump sum program is created from a lump sum program type which acts as a template for the program.

The lump sum program type sets the default value for some of the attributes such as default program currency and default product distribution type.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Click **Continue**.
5. On the General tab:
 - View the default **Status**.
 - The **Business Unit** and **Program Type** you selected are displayed.
 - Optionally, change the **Owner**. Owner is defaulted to person logged in.
 - Enter a name for the program.
 - Optionally, add a **Promotion Code**.

Note: If you don't add a promotion code, the application automatically generates this code.

- Optionally, add a description.
- In the Customers section, select a value for the **Customer**.

- In the Dates section, view the start date for the program. By default, this is the creation date of the program.
 - In the Additional Information section, enter any additional details for descriptive flexfields that you enabled.
 - In the Product distributions section:
 - ◦ Optionally, change the default **Currency**
 - Enter the **Lump Sum Amount**
 - Optionally, change the **Distribution Type**
 - **Even** - Select this to evenly distribute the lump sum amount amongst the products.
 - **Percent** - Select this to specify the percentage of the lump sum amount for the product. The total percentage for all the products must be 100.
 - **Amount** - Select this to specify the amount for the product. The total amount for all the products must be equal to the lump sum amount.
 - Click **Submit** to save and submit your program.
6. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

Program Checkbook in Lump Sum Programs

Here you'll learn about the program checkbook in lump sum programs.

View information about incentives that the customer has earned. It also displays in progress and paid amounts as well as the balance available for customer payment.

4 Customer Annual Volume Programs

Elements of a Customer Annual Volume Program

Here you'll understand the elements of a customer annual volume program.

Use the customer annual volume programs to buy larger quantities of products.

In customer annual volume programs, eligible customers accrue rebates based on their cumulative sales volumes across orders for a period. Such offers consist of multiple performance tiers. Customers nearing a new tier may find added motivation to increase their purchase volume to qualify for a greater discount.

- **Volume rules:** In this section, you define rebate rules for the program.
- **Dates:** In this section, you specify the date range. The date context is defined in the program type.

Create Customer Annual Volume Program

Here you'll learn how to create a customer annual volume program.

A customer annual volume program is created from a customer annual volume program type, which acts as a template for the program.

The customer annual volume program type sets the default value for some of the attributes, such as default program currency, date qualifier, and accrual calculation method.

1. From the **Navigator**, click **Customer Channel Management** under **Order Management** to navigate to the Programs page.
2. Click **Create** to create a new program. The New Program page appears.
3. Select the **Business Unit** and the **Program Type**.

Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you create a new program. You can select another business unit to which you have access, if required.

4. Enter a name for the program.
5. Optionally, add the **Promotion Code**.
6. Select the **Date Context**. This is defined in the program type.
7. Select the **Start Date** and **End Date**.
8. Click **Create**.
9. On the General tab:
 - Optionally, change the **Status**.
 - The **Business Unit** and **Program Type** you selected are displayed.
 - Optionally, change the **Owner**. Owner is defaulted to the person logged in.
 - The **Name** and **Promotion Code** you entered are displayed. If required, you can change the name and the promotion code.

Note: If you don't add a promotion code, the application automatically generates this code.

- Optionally, add a description.
- Select a Currency. By default, this is the currency defined in the program type.
- By default, the calculation method is defined in the program type.
- Optionally, add a comment for approvers.
- In the Volumes rules section, click **Add** or **Add Rule** to add tier rebates to your program. The New Tiered Rebate page appears. You can add one or more tiers.
 - Enter a **Name** for the tier.
 - Select **Tiers By** from the list of values:
 - **Sales:** In the Tiers section, enter the **Name**, **From**, **To**, and the percentage of **Rebate** to define the tier rule.
 - **Quantity:** Enter the **UOM**, and in the Tiers section, enter the **Name**, **From**, **To**, and the amount of **Rebate** to define the tier rule.

Note: You can have one or more tiers, however the first tier must start with a zero. The tiers also use continuous breaks, which means that the **To** value of one tier is the **From** value of the next tier. For example:

- 0 – 10,000, receives a 3% discount
- 10,000 – 5,00,000, receives a 5% discount

- In the Products section, select the eligible product item or category for the tier rebate program. To add exclusion details for the item or category, click the **Add** icon. Optionally, select the check box **Include Volume Exclude Rebate** to include the item or category sales volume only for the tier change but to exclude the item or category from any discount.
- Click **Create**.
- In the Dates section, enter the date context and the start and end dates for the program.
- Click **Save** to save your program and remain on the page to add additional information and product details.
- In the Additional Information section, enter any additional details for descriptive flexfields that you enabled.

10. On the Customers tab, you must add a qualifier rule for a customer.

Note: You can add or remove a qualifier rule only when the program is in draft status.

11. Click **Submit** to save and submit your program.

12. On the Notes and Attachments tab, you can create, edit, or delete rich text formatted general or reference notes. You can also drag and drop supporting documentation as attachments. Additionally, you can include URLs in this section.

Program Checkbook in Customer Annual Volume Programs

Here you'll learn about the program checkbook in customer annual volume programs.

View and analyze the current performance of a customer annual volume. You can view information about rebates that customers have earned, claims that are in-process and paid, and view the balance available for customer payment.

The program checkbook provides an understanding of the success of a single program. Here you can analyze accruals by customer and bill to. This analysis helps to:

- Improve your understanding of the overall success of your promotions
- Reveals how customers are leveraging your promotions, and through which programs

Note: The Checkbook tab displays only when the program is in active status.

Create Accruals from Imported Sales Orders and Invoices

Here you'll learn how to create accruals for customer annual volume programs from imported sales orders and invoices.

You can use Import Management from the Tools work area to import your supplier invoices from a CSV file into Channel Revenue Management. The successful upload of the CSV file creates a batch of transactions for processing.

On successful import, a channel batch is created in open status. You can view details of this batch on the Manage Batches page. The batch name is the same as the import activity name that you entered.

After the successful creation of a batch, you can create accruals for your customer annual volume programs by running the **Create Accruals for Volume Program** process. This process checks eligibility for channel document transactions based on tiered attainments and creates channel program accrual entries for the eligible transactions. After creation, you can:

- Track customer annual volume program accruals.
- View the performance of your customer annual volume programs using the customer and program checkbooks.

5 Customer Checkbook

Customer Checkbook

Here you'll learn about customer checkbook.

You can view and analyze the current financial status and performance of your customer programs. For a specific business unit and year, you can summarize by customer, and drill down by program. You can view information about rebates that customers have earned, claims that are in-process and paid, and view the balance available for customer payment. Use the customer checkbook to understand how customers leverage your programs.

Note: If your role has access to multiple business units and the default business unit is defined in the Default Business Unit profile option, then the default business unit defined is displayed when you view the customer checkbook. You can select another business unit to which you have access, if required.

6 Manage Customer Channel Operations in Redwood

Overview of Scheduled Processes

You can set up scheduled processes in Redwood to do tasks for you.

You can set up scheduled processes to do tasks for you. Following are the business processes that you can complete using scheduled processes:

- Schedule the Loading of CSV Sales Orders and Invoices
- Schedule the Creation of Accruals for imported sales invoices
- Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger
- Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions
- Schedule the Settlement of Customer Claims

Schedule the Loading of CSV Sales Orders and Invoices

To load CSV sales orders and invoices:

1. Navigate to the Create Import Activity: Enter Import Options page.

Tools > Import Management > Create Import Activity

2. Add the following details in the Summary section:
 - **Name:** Enter a name for the import activity.
 - **Description:** Enter a description for the import activity.
 - **Object:** Select Channel Batch Transaction.
 - **File Name:** Select the CSV file.
3. In the Advance Options section, specify the information in the following sections as required:
 - Source File
 - Import Options
 - Create Schedule
4. Click **Next**.
5. In the Create Import Activity: Map Fields: Channel Batch Transaction page, select the type of **Import Mapping**. By default, this is **Automatic Mapping**. The Map Fields section displays the mapping of the **Column Header** to the **Attribute Display Name** based on the predefined template.
6. Click **Next**. The Create Import Activity: Review and Submit: Channel Batch Transaction appears.

Verify the mapping and click **Submit**.

Schedule the Creation of Accruals for Batches

Here you'll learn how to create accruals for imported sales order invoices.

Batches for processing of customer rebate transactions are created by:

- Sales order invoices imported into Channel Revenue Management using CSV files. Each successful import creates a new batch.

You can review the accruals that are created in the Programs page.

Parameter	Description	Required
Business Unit	The business unit used to filter fulfilled sales orders transactions.	Yes
Batch Transaction Type	The transaction type for which you're creating accruals. Sales Order: To create accruals from sales order invoices imported into Channel Revenue Management using CSV files.	No
Batch Number	The batch number from the CSV import, which loaded the channel transaction documents. You can also view this on the Manage Batches page.	No
Number of Processes	Number of processes to run for faster processing.	-

Schedule the Accounting of Channel Accruals and Relief of Accruals to General Ledger

Here you'll learn how to schedule the accounting of channel accruals and relief of accruals to General Ledger.

The **Create Accounting** scheduled process uses the values of sources assigned to accounting attributes and accounting rules to create subledger journal entries for accruals, adjustments, and claims.

1. With roles allowing access to **Subledger Accounting** scheduled processes, from the Navigator, select **Tools > Scheduled Processes**.
2. On the Scheduled Processes: Overview page, click **Schedule New Process**. The Schedule New Process dialog box opens
3. In the **Name** field, enter **Create Accounting**. Click **OK**.
4. You can enter the parameters for the process in the Process Details dialog box. You must enter all the required parameters.
5. In the **Subledger Application** field, select **Channel Revenue Management**.
6. Select the ledger for your business unit for which you want to create accounting.

7. From the **Process Category** list, select **Channel Revenue Management**. Enter the remaining parameters based on your requirements.
8. Click **Submit**.
9. Make a note of the process ID number and click **OK** in the Confirmation dialog box.
10. On the Schedule Processes page, you can monitor the status.
11. Select the Create Accounting Execution Report to see the details of the accounting events.

Note: The posting of these journal entries happens in the Financials cloud and not through this scheduled process.

Schedule the Clean Up of Unprocessed Accounting Events for Channel Transactions

Here you'll learn how to schedule the clean up of unprocessed accounting events for channel transactions.

You can run the **Sweep Channel Transaction Accounting Events** scheduled process either for transactions within a business unit or for transactions across business units, but assigned to the same ledger. Specify the accounting period that's in open or future enterable status to move the accounting events. As a result of this process, the accounting date on unaccounted or unprocessed accrual, adjustment, and claim settlement events for the selected period is updated to the sweep period selected.

Parameter	Description	Required
Ledger	The ledger used to filter the business units.	Yes
Business Unit	The business unit used to filter the channel transactions.	No
From Accounting Period	Indicates the starting date range of the closed accounting period used by the program. If only the From Accounting Period is provided, the process considers unaccounted events from that period till the current date.	No
To Accounting Period	Indicates the end date range of the closed accounting period used by the program. If you don't specify a value for From and To accounting periods, the process considers all unaccounted entries, regardless of the period.	No
Sweep to Period	Sweep channel transactions to the specified period. The period is any open or future enterable period in the accounting calendar for the selected ledger.	Yes

Schedule the Settlement of Customer Claims

Here you'll learn how to settle customer claims.

Parameter	Description	Required
Business Unit	Select the business unit to settle all claims related to the business unit.	Yes
Bill-to Account	Settles all claims for the specified bill-to account.	No
Claim	Select the claim number to settle the specific claim.	No

7 Manage Customer Trade Profiles

Profile Levels

Customer trade profiles enable you to capture the preferences of a customer and process claims accordingly.

You can use customer trade profiles to create and manage the claim owner and set the write-off deduction threshold, for your customer at the customer, account, and account site levels. The order of precedence is from highest to lowest, where the higher-level value overrides a lower-level value, as follows:

- Bill-to site
- Account
- Customer
- Business unit: Set up using the Functional Setup Manager, in the Manage Channel Settings page.

You can also configure pay over earnings at the account and customer levels. The order of precedence is from highest to lowest, where the higher-level value overrides a lower-level value, as follows:

- Account
- Customer

Create Customer Trade Profiles

You can create customer trade profiles from the Manage Customer Trade Profiles page. This is an optional setup.

1. From the Navigator, click **Deductions and Settlement** under **Order Management**.
2. On the Manage Claims page, from the **Tasks** panel, click **Manage Customer Trade Profiles**. The Manage Customer Trade Profiles page opens.
3. From the **Business Unit** drop-down list, select the business unit for which you want to set up the trade profiles. You can see the claim owner assigned at the BU level in the setup Manage Channel Settings here.

Note: If your role has access to only one business unit, it's displayed by default.
4. Click the **Add** icon to create a profile for your customer.
5. From the **Customer** list, select the customer.
6. Select the **Customer**, **Account**, **Site**, and **Address**, if required.
7. Select the **Enable** check box to enable the trade profile.
8. If you're assigning the claims to a default owner, select this owner from the **Claim Owner** list.
9. To set a deduction threshold, enter the amount in the **Deduction Threshold** field.
10. Select a value from the list in the **Pay over Earnings** field.
 - **Null:** Indicates that the customer may or may not be eligible for Pay Over Earning depending on the setup in the Channel Settings. This is the default value.
 - **Allow:** Indicates that unearned payments are always allowed for this customer. This setting overrides the Channel Settings.
 - **Disallow:** Indicates that the customer isn't eligible for unearned payments for programs. This setting overrides the Channel Settings.
11. Select a value from the list in the **Threshold Type** field.

- **Amount:** Select this to use currency amount as the threshold.
 - **Percentage:** Select this to use a percentage of the earnings as the threshold.
 - **Unconditional:** Select this if the threshold is infinite. No special approval is required for overriding this type of unearned payments threshold. Claims go through the regular claim approval process.
12. Enter a value in the **Threshold Value** field.
- If you selected **Amount** as the type, then enter the threshold as a currency amount. For example, if you enter 50 in the threshold field, then the threshold limit is \$50, assuming your currency is U.S. dollars. Hence, if the customer has earned \$3000, and your threshold amount is \$50, then you can pay up to \$3050.
 - If you selected **Percentage** as the type, then enter the threshold as a percentage of the earnings. For example, if you enter 20 in the threshold field, then the threshold is 20% of the earnings. Hence, if the customer has earned \$3000, and your threshold percentage is 20%, then you can pay up to \$3,600. Note that this threshold type isn't applicable if the program has 0 or no earnings.
 - If you selected **Unconditional** as the type, then the threshold is infinite. No special approval is required for overriding the unearned payments threshold. Claims go through the regular claim approval process.
13. You can select a value from the list in the **Override Threshold** field only when the **Pay Over Earnings** is set to **Allow** and the **Threshold Type** is **Percentage** or **Amount**.
- a. **Yes:** If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process is initiated, but must go through a special approval first.
 - b. **No:** If you select this and the unearned payment exceeds the threshold amount, then the claim settlement process can't be initiated.
- The **Override Threshold** field is disabled when the value for the **Pay Over Earnings** is set to **Null** or **Disallow**. This field is also disabled when the **Threshold Type** is **Unconditional**.
- Note:** Pay over earnings are applicable only at the account and customer levels, not at the site level.
14. Click **Save**.
15. The **Mapping** icon becomes active after saving for profiles defined at the customer and account levels. Click this icon to create a mapping between your claim reasons and your customer's reason codes.
- a. On the Mapping page, click the **Add** icon.
 - b. In the **Customer Reason** field, enter your customer's reason name or code that you want to map to your internal claim reason.
 - c. Add a description for this reason in the **Reason Description** field, if required.
 - d. From the **Claim Reason** list, select the claim reason to which you're mapping your customer's reason.
 - e. Click **Save**.

Note: You can create, view, and update customer trade profiles. You can disable them, but they can't be deleted after saving.

Standardize Customer Claim Reasons

Your customers could have their own set of reason codes for raising a dispute or short paying you. These customer reason codes are different from the internal reason codes that your organization uses.

You can standardize these customer claim reasons by translating the reason for the dispute provided by your customers to a standard set of reason codes. If these codes are mapped, then whenever a customer submits a claim, the

customer's original reason is captured and automatically converted to the internal claim reason. This simplifies the claim research process.

Customer Reason - Claim Reason mappings can be defined at these levels:

- Account (higher precedence)
- Customer

How Mapping Works

The following table describes how the mapping works for claims created from various sources:

Source	Logic
Receivables Receipt UI (deduction and overpayment claims)	Only customer reason is entered in the Receipt UI: • If you enter only the customer reason without entering the internal claim reason (Application Reference Reason), then the corresponding internal claim reason is populated during deduction or overpayment creation based on the customer reason code mapping defined in the customer trade profile. • If the customer reason code hasn't been mapped in the customer trade profile, then the application takes the default claim reason from the claim source setup. Both customer reason and internal claim reason are entered in the Receipt UI: • If a mapping has been created for the customer code in the customer trade profile, then this takes precedence and is used during the creation of the deduction or overpayment, instead of the claim reason entered in the Receipt UI. • If the customer reason code hasn't been mapped, then the application uses the claim reason entered in the Receipt UI. Only the internal claim reason is entered in the Receipt UI: • If you enter only the internal claim reason, then the customer reason field will be blank in the deduction or overpayment.
Receivables Lockbox (deduction and overpayment claims)	• During the deduction or overpayment creation, the claim reason is populated based on the customer reason code provided in the lockbox and the customer reason - internal claim reason mapping defined in the customer trade profile. • If customer reason codes haven't been mapped, then the application takes the default claim reason from the claim source setup.
Manual Claim	• If you enter only the customer reason without entering the claim reason, then based on the customer reason - internal claim reason mapping defined in the customer trade profile, the application populates the corresponding claim reason. • Subsequent updates to the customer reason doesn't have any impact on the already populated claim reason.

Related Topics

- [Manage Channel Settings](#)

